



## CITIZEN SELF SERVICE

# CUSTOMER HELP MANUAL

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Customer Service:

10770 W. Oakland Park Blvd, Sunrise, FL 33351

•(954) 746-3232

•[customerservice@sunrisefl.gov](mailto:customerservice@sunrisefl.gov)

## How to Register Your Citizen Self Service Account

1. Select [Register/Initiate](#). This button allows you to register for a new online account or to initiate an already existing account that was created before 08/17/2021.

The screenshot shows the 'Customer Self Service' website for the City of Sunrise. The header includes the city logo and 'Customer Self Service' text. A 'LOG IN' link is in the top right. The main content area has a 'Welcome' message and an 'Important Message' about account registration. Below this, there are two sections: 'New User or Existing User?' with a 'Register \ Initiate' button (circled in orange), and 'Already Initiated Account?' with a 'Login' button. A 'Customer Quick Reference Guides' section lists various links for account management. The footer contains a URL and copyright information.

2. Complete the registration form and click [Register](#). All fields are mandatory. For your protection, your password must contain at least:
  - 1) 8-15 characters,
  - 2) One number (example: 1, 2, 3),
  - 3) One symbol (example: #, \$, @),
  - 4) One uppercase letter (example: A, B, C), and
  - 5) One lowercase letter (example: a, b, c).

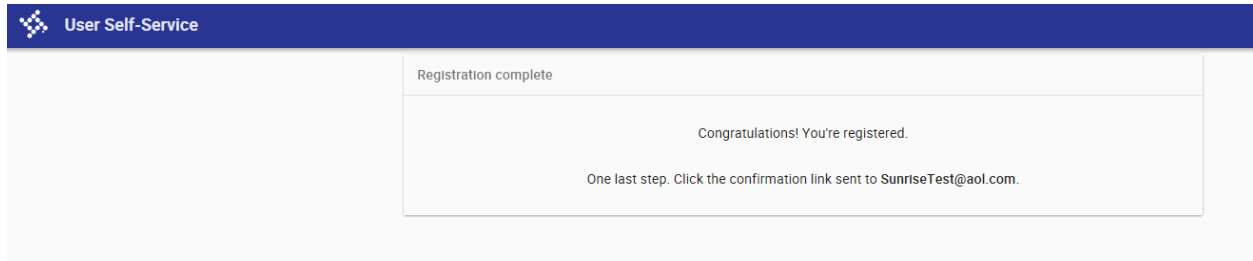
An example of an acceptable password is Password#12&.

Please note that for added security reasons your password will expire every 90 days.

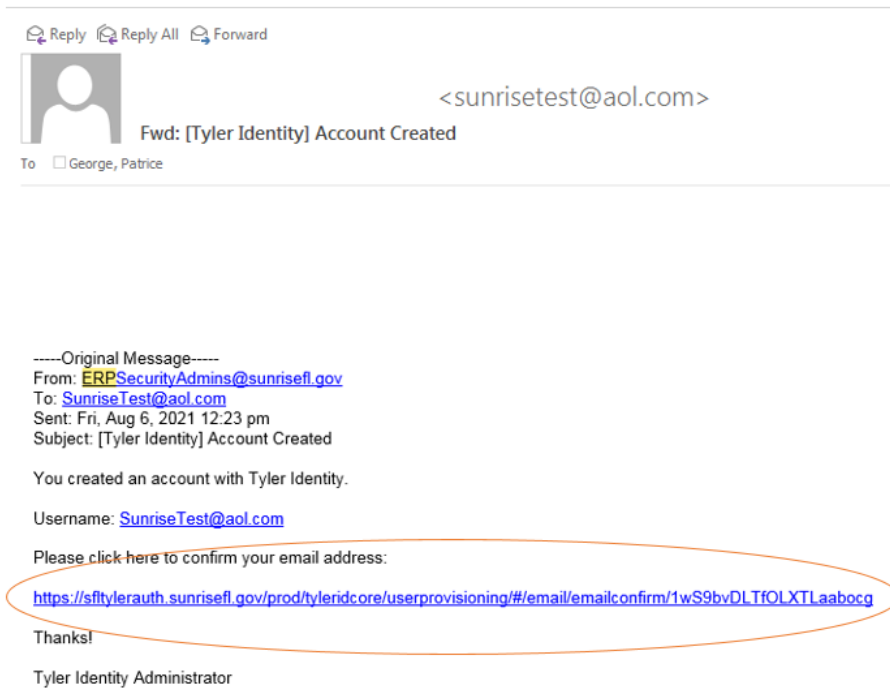
The screenshot shows the 'User Self-Service' registration form. The title is 'Register for a new account'. The form includes fields for 'Email \*' (SunriseTest@aol.com), 'First name \*' (John), 'Last name \*' (Doe), 'Password \*' (masked with dots), and 'Confirm password \*' (masked with dots). At the bottom right, there are 'CANCEL' and 'REGISTER' buttons, with the 'REGISTER' button circled in orange.

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3. You will receive this message.

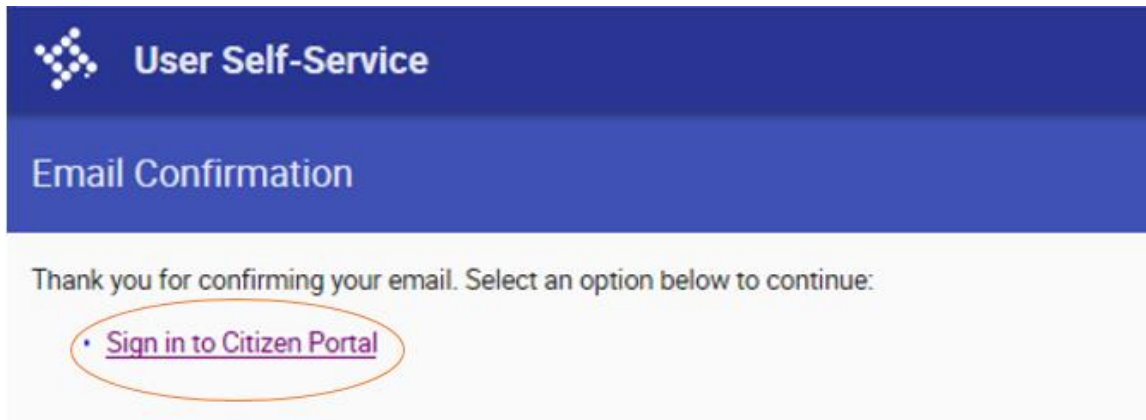


4. Please check your registered email inbox for the Account Created email and click on the link to confirm your email address.

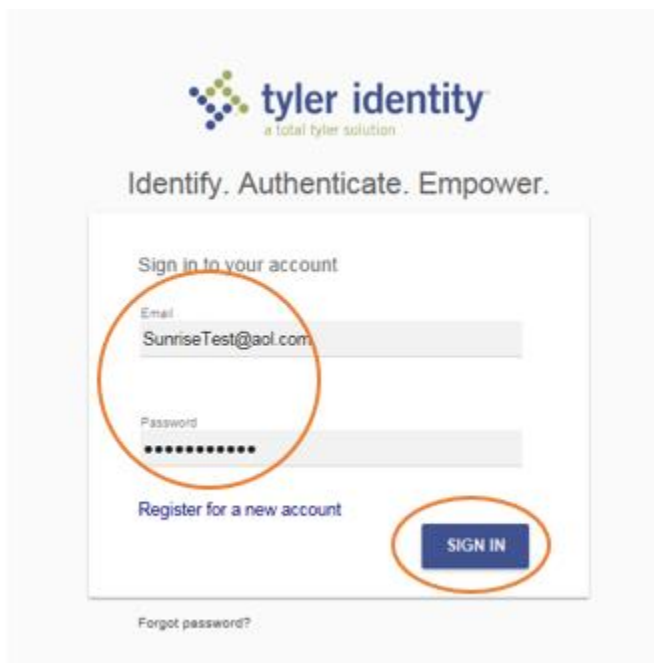


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5. You will receive this message. Click on [Sign in to Citizen Portal](#).



6. Enter your registered email address and password and click on [Sign In](#).



Instructions continued on next page

## How to Link Your Utility Billing Account

1. After you register your Citizen Self Service Account, this screen will appear. You will also be able to access this screen after logging on in the future, by clicking on the icon as it appears below, and selecting [My Account](#).



2. Under **Utility Billing Accounts** select [Link to account](#).



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- From your Utility Bill, enter your **Account ID** (Account Number) and your **CID** (Customer Number). Both entries are mandatory.

NAME, MY  
1 Main St  
Sunrise, FL 33351

**SUNRISE**  
FLORIDA

10770 W. OAKLAND PARK BLVD.  
SUNRISE, FL 33351-6810

For Inquiries Call:  
Public Service (Utility Billing & Service) - (954) 746-3232  
Office Hours: 9:00 a.m. - 5:00 p.m., Monday - Friday  
Other Departments (Main Number) - (954) 741-2880  
[www.sunrisefla.gov](http://www.sunrisefla.gov)

**UTILITY BILL**

THIS BILL IS DUE WHEN RENDERED

CYCLE - ROUTE: 0101

Customer Name			Service Address		
NAME, MY			999 NW 16 ST		
Bill Number	Bill Date	Service Through	Customer Number - Account Number		Current Billing Due Date
1249	12/12/2020	12/12/2020	800032638 - 166520		12/12/2020
Charge Description	Meter Number	Previous Read Date	Current Read Date	Previous Reading	Current Reading
WATER					
WASTE WATER					
					20.87
					29.68

**SUNRISE** **Customer Self Service**

Utility Billing  
Account Link Setup

Account NumberID \* 166520

Customer NumberID \* 800032638

\* Indicates required field

- Click **Submit**.

**SUNRISE** **Customer Self Service**

Utility Billing  
Account Link Setup

Account NumberID \* 166520

Customer NumberID \* 800032638

\* Indicates required field

- The **Account Settings** page will then reappear and you may click on your newly linked Account number under **Utility Billing Accounts** in order to access your account information. You may also remove the account number by clicking **Remove**.

**SUNRISE** **Customer Self Service**

Account Settings

Account Information

Now logged in as	MY USERNAME
Last successful login	10/29/2020
Last failed login	10/29/2020
Password last changed	10/29/2020
Password expires in	91 days   <a href="#">Change Password</a>
E-Mail address	jgeorge@sunrisefla.gov   <a href="#">Change E-Mail Address</a>

Linked Accounts

Customer Accounts	Utility Billing Accounts
<a href="#">Remove</a> <a href="#">Link to account</a>	<a href="#">Link to account</a>
Account 166520 <a href="#">Go To Module New Usage</a>	Customer 800032638 <a href="#">remove</a>

Instructions continued on next page

## How to change Your Password

1. If you have already initiated your online account on or after 08/17/2021, click [Log In](#).

**Customer Self Service**

Welcome To The City Of Sunrise Self Service Website

This service offers up-to-date, online views of customer utility bills and accounts, while also providing several convenient payment and bill delivery options. Utility customers can review their account status, including information such as payment and consumption history. In addition, customers can now view their current statement; enroll in automatic EFT (Bank Drafting) and recurring Credit Card payments; and enlist to receive monthly utility statements via email.

**Important Message**  
All USERS MUST click the 'REGISTER\INITIATE' button to initiate your account in the system. Your account information will be automatically populated if you log in with the email address and password registered to your existing account. The next time you login, you will click the LOGIN button.

**New User or Existing User?**  
Register for a New Account or  
Initiate an Existing Account Created Before 08/17/2021

**Already Initiated Account?**  
Log In to access your account initiated after 8/17/2021

[Register \ Initiate](#) [Login](#)

**Customer Quick Reference Guides**  
[CSS Customer Help Manual](#) [How to Link Your Utility Billing Account](#) [How to Make a Payment](#)  
[How to Create Citizen Self Service Account](#) [How to Set Up EFT Bank Draft](#) [How to Setup Edit Recurring Credit Card Payments](#)  
[How to Recover your Username and Password](#)

For assistance, please email [CUSTOMERSERVICE@SUNRISEFL.GOV](mailto:CUSTOMERSERVICE@SUNRISEFL.GOV) with your customer name, service address, and account number

2. Click on [Forgot Password](#).

**tyler identity**  
a total tyler solution

Identify. Authenticate. Empower.

Sign in to your account

Email

Password

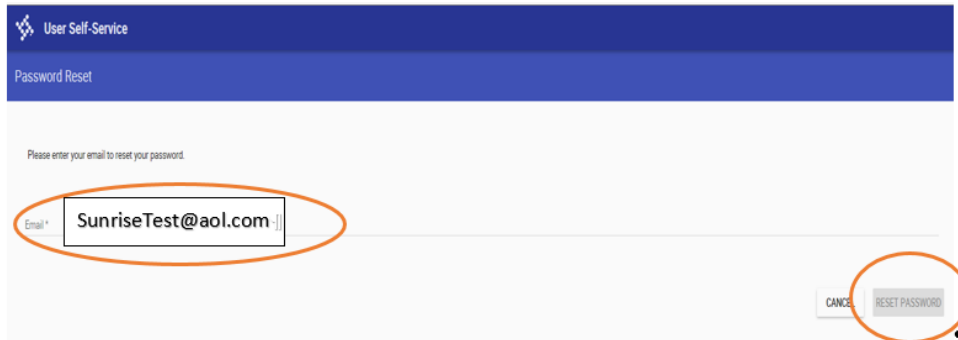
Register for a new account

[SIGN IN](#)

[Forgot password?](#)

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3. Enter your email address and click on [Reset Password](#). Please note that for added security reasons your password will expire every 90 days.



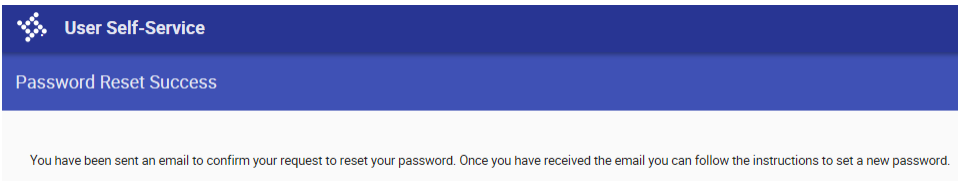
User Self-Service

Password Reset

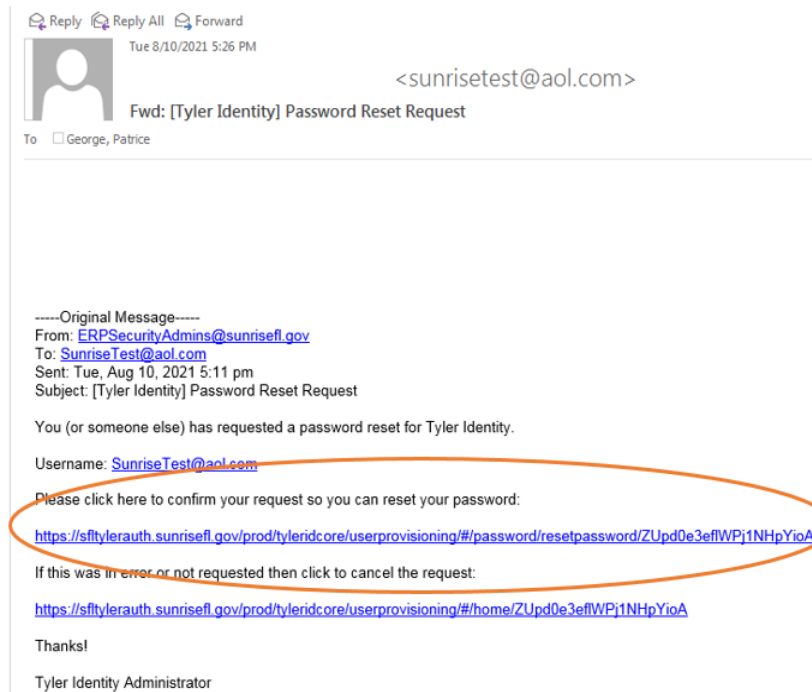
Please enter your email to reset your password.

Email \*

You will receive this message:

4. 

5. Please check your registered email inbox for the Password Reset Request email and click on the first link to reset your password.



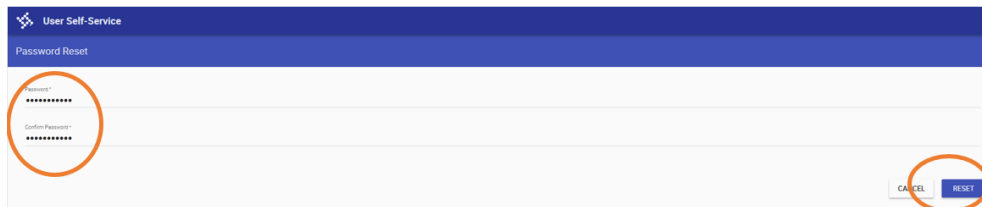
Instructions continued on next page



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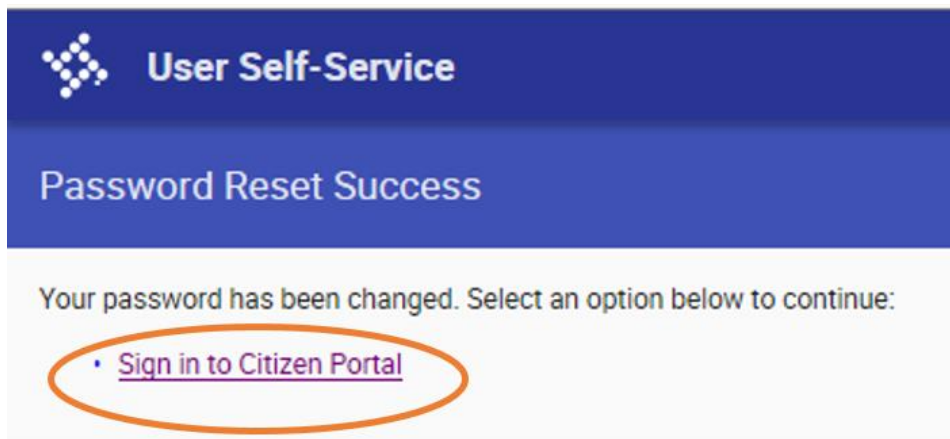
6. Enter new password and confirm, then click [Reset](#). Remember the new password must contain at least:
- 1) 8-15 characters,
  - 2) One number (example: 1, 2, 3),
  - 3) One symbol (example: #, \$, @),
  - 4) One uppercase letter (example: A, B, C), and
  - 5) One lowercase letter, (example: a, b, c).

An example of an acceptable password is Password#12&.



The screenshot shows the 'User Self-Service' interface for 'Password Reset'. It features two input fields: 'New Password' and 'Confirm Password', both masked with asterisks. An orange circle highlights the 'New Password' field. At the bottom right, there are two buttons: 'CANCEL' and 'RESET'. The 'RESET' button is highlighted with an orange circle.

7. You will receive this message. Click on [Sign in to Citizen Portal](#) and log in if you wish.



The screenshot shows the 'User Self-Service' interface with the heading 'Password Reset Success'. Below the heading, it says 'Your password has been changed. Select an option below to continue:'. There is a single option listed: '• [Sign in to Citizen Portal](#)'. This link is highlighted with an orange oval.

## How to Change your Email Address

1. If you need to log in with a different email address, you must simply register that email address (see [How To Register Your Citizen Self Service Account](#) on Page 2 of this manual).
2. After you have registered your new email address and password, you must log in to Citizen Self Service and then link your utility account/accounts again (see [How to Link Your Utility Billing Account](#) on Page 5 of this manual).

## How to Request a Change of Mailing Address

1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The first screenshot shows the 'Customer Self Service' page with a 'Login' button circled in orange. The second screenshot shows the 'tyler identity' login page with the email field, password field, and 'SIGN IN' button circled in orange.

2. Click on your Account Number under **Utility Billing Accounts**.

The screenshot shows the 'Customer Self Service' page with the 'Utility Billing Accounts' section circled in orange. The account number 219809 (800032636) is visible.

3. Click on your Account Number under **Account**.

The screenshot shows the 'Customer Self Service' page with the 'Account' section circled in orange. The account number 219809 is visible.

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	10055 MY ADDRESS	219809	800032636	49.40.24.05.2070	<a href="#">Manage Bills</a>

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4. Click [Request Change of Address](#).

**SUNRISE** Customer Self Service

Citizen Self Service  
General Billing

**Utility Billing**  
Manage Bills  
Account Summary  
Automatic EFT Payments  
Contact Us

**Utility Billing Account Summary**  
[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

**Billing Account**

Service Address	10055 01 MY ADDRESS
Account Number	219809
Bill Delivery Preference	Mail and Email to MYEMAILADDRESS@ME.COM

**Your Current Balance**

Amount Due Now	\$444.17
Payment Due Date	11/23/2020

**About Your Payments**  
No payment activity found

**Customer Information**

Name	MY, NAME
------	----------

5. Fill out the subsequent form. Please note that the Phone number and Email address are mandatory entries. Click [Submit](#).

**SUNRISE** Customer Self Service

Citizen Self Service  
General Billing

**Utility Billing**  
Manage Bills  
Account Summary  
Automatic EFT Payments  
Contact Us

**Utility Billing Change of Address**

**Current Information**

Name	MY, NAME
Address	THIS IS MY ADDRESS
City State Zip	MY CITY, FL 33064

**New Information**

Name 1	MY, NAME
Address 1 *	THIS IS MY ADDRESS
Address 2	
City *	MY CITY
State *	FL
Zip code *	33064
Country	USA
Phone number *	954-555-5555
Fax number	
E-Mail address *	MYEMAILADDRESS@ME.COM

[Submit](#) [Reset](#) [Cancel](#)

\* indicates required field

Instructions continued on next page

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6. You will then receive an emailed notification of this change. An email will also be sent to our Customer Service area and will be processed in the order it was received.



Change of address information has been submitted for your account from Citizen Self Service to MUNIS. If you did not initiate this change of address action, you may wish to contact Customer Service at [Customerservice@sunrisefl.gov](mailto:Customerservice@sunrisefl.gov).

Customer Account: 800032636

ORIGINAL ADDRESS INFORMATION

Original Name1: MY, NAME  
Original Name2:  
Original Address1: THIS IS MY ADDRESS  
Original Address2:  
Original City: MY CITY  
Original State: FL  
Original Zip: 33064  
Original Phone: 954-954-9544  
Original Fax: 954-954-9544  
Original Email: [MYEMAILADDRESS@ME.COM](mailto:MYEMAILADDRESS@ME.COM)

CHANGED ADDRESS INFORMATION

New Name1: MY, NAME  
New Name2:  
New Address1: THIS IS MY ADDRESS  
New Address2:  
New City: MY CITY  
New State: FL  
New Zip Code: 33064  
New Phone: 954-954-9544  
New Fax: 954-954-9544  
New Email: [REDACTED]

Instructions continued on next page

## How to Manage Bill Delivery Preferences

1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The first screenshot shows the 'Customer Self Service' page with a 'Login' button circled in red. The second screenshot shows the 'tyler identity' login page with fields for Email and Password circled in red, and a 'SIGN IN' button circled in red.

2. Click on your Account Number under **Utility Billing Accounts**.

The screenshot shows the 'Customer Self Service' page with the 'Utility Billing Accounts' section highlighted. A red circle highlights the account number 219809 (800032636).

3. Click on your Account Number under **Account**.

The screenshot shows the 'Customer Self Service' page with the 'Utility Billing Accounts' section highlighted. A red circle highlights the account number 219809 (800032636) under the 'Account' column.

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	10055 MY ADDRESS	219809	800032636	45-40-24-05-21970	<a href="#">Manage Bills</a>

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- Click [Bill Delivery Preferences](#).



**Customer Self Service**

**Utility Billing Account Summary**

[Link to Account](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bill](#)

**Billing Account**

Service Address: \_\_\_\_\_

Account Number: \_\_\_\_\_

Bill Delivery Preference: Email to test@aol.com

**Your Current Balance**

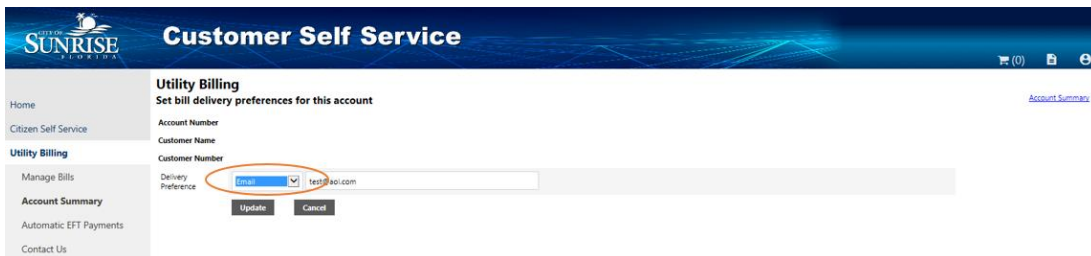
Amount Due Now: \$2,930.27 [Pay Now](#)

Payment Due Date: 7/2/2021

**About Your Payments**

Bill	Last Posted	Sum of Payments	View Details

- Click on the downward-facing arrow to select one of the options: **Mail**, **Email**, or **Mail and Email**. We encourage our citizens to select **Email**, as this will help us to be more ecologically friendly.



**Customer Self Service**

**Utility Billing**

Set bill delivery preferences for this account [Account Summary](#)

Account Number: \_\_\_\_\_

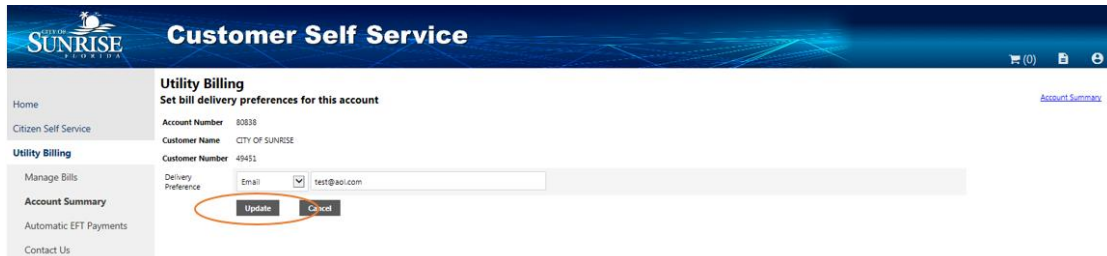
Customer Name: \_\_\_\_\_

Customer Number: \_\_\_\_\_

Delivery Preference: **Email** test@aol.com

[Update](#) [Cancel](#)

- Click [Update](#).



**Customer Self Service**

**Utility Billing**

Set bill delivery preferences for this account [Account Summary](#)

Account Number: 80838

Customer Name: CITY OF SUNRISE

Customer Number: 49451

Delivery Preference: **Email** test@aol.com

[Update](#) [Cancel](#)

Instructions continued on next page

## How to Make a Payment

**NOTE: Cash Only customers must only pay by cash, cashier's check or money order.**

1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The first screenshot shows the 'Customer Self Service' page with a 'Login' button circled in orange. The second screenshot shows the 'tyler identity' login page with the email field, password field, and 'SIGN IN' button circled in orange.

2. Click on your Account Number under **Utility Billing Accounts**.

The screenshot shows the 'Utility Billing Accounts' section with the account number '219809 (800032636)' circled in orange.

3. Click [Manage Bills](#) on the account to be paid.

The screenshot shows the 'Manage Bills' button circled in orange.

Customer Name	Service Address	Account	Customer	Parcel	
MY NAME	10055 MY ADDRESS	219809	800032636	49.40.24.05.2070	<a href="#">Manage Bills</a>



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- All bills to be paid will be automatically selected. De-select any bills you do not intend to pay. The oldest bills must be paid before newer bills can be accepted.

**Customer Self Service**

**Utility Billing**

Manage Bills

Service Address: [Redacted]

Account Number: [Redacted]

As of: 11/10/2020

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2015 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	43136	10/15/2020	11/5/2020	\$2,064.17	\$0.00	\$2,064.17	<a href="#">Bill Details</a>
						Total Due: \$2,064.17	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

- Click [Add to Cart](#).

**Customer Self Service**

**Utility Billing**

Manage Bills

Service Address: [Redacted]

Account Number: [Redacted]

As of: 11/10/2020

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2015 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	43136	10/15/2020	11/5/2020	\$2,064.17	\$0.00	\$2,064.17	<a href="#">Bill Details</a>
						Total Due: \$2,064.17	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

- Click [My Cart](#) and then choose to either [Review Cart](#) or [Checkout](#).

**Customer Self Service**

**Utility Billing**

Manage Bills

Service Address: [Redacted]

Account Number: [Redacted]

As of: 08/11/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2018 to 2020 only)	Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	364426	6/11/2021	7/8/2021	\$0.00	\$0.00	\$2,030.27	<a href="#">Bill Details</a>	
						Total Due: \$2,030.27		

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

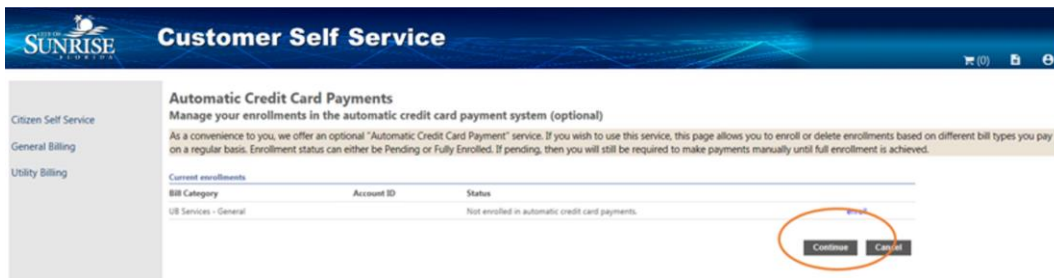
Instructions continued on next page

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Clicking [Checkout](#) takes you directly into the payment process.  
Clicking [Review Cart](#) gives you the options to [Pay](#) the bills you have already chosen, or to [Remove all](#) from your cart. Clicking on [Close](#) will return you to the Citizen Self Service page.



7. Click [Continue](#) to proceed with the payment process.



8. You may alter the payment amount at this point, if you choose. Click [Continue](#).



Instructions continued on next page

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9. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).

### BILLING INFORMATION

Time left: 9 minutes, and 54 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /





Phone:

Email:


Total Amt:

Description:

### PAYMENT INFORMATION

Payment Method:

☐ I'm not a robot 

Powered by [Bridgepay Network Solutions](#).

10. At this point, you will receive a receipt, which you should keep as proof of payment.



## BridgePay

NETWORK SOLUTIONS

Sunrise Utility Online

Your payment was successfully processed. Please print this receipt for your records.

### Payment Details

Total Amount:	.01
Description:	
Invoice No.:	43136
Auth code:	169919

Click [here](#) to return to Sunrise Utility Online

Instructions continued on next page

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11. To make **PARTIAL PAYMENTS**: The oldest bill must be paid before the more recent bills are paid. Unless you are paying the entire group of bills, that is, the Total Balance on the account, only select the oldest bill.

**Customer Self Service**

Utility Billing  
Manage Bills

Service Address  
Account Number

As of: 01/27/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/15/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input checked="" type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
<b>Total Due:</b>					<b>\$4,255.43</b>

[Add to Cart](#)

- a) From the MANAGE BILLS screen, click on the checkmark in the box ☒ to de-select the most recent bill. The bill at the top of the list is the oldest bill, so de-select all the other bills below that one. Click [Add to Cart](#).

**Customer Self Service**

Utility Billing  
Manage Bills

Service Address  
Account Number

As of: 01/27/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input type="checkbox"/> 43878	12/15/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
<b>Total Due:</b>					<b>\$4,255.43</b>
<b>Total Selected:</b>					<b>\$2,123.40</b>

[Add to Cart](#)

- b) Click [Checkout](#). You may have to click on [My Cart](#) for the Checkout button to reappear.

**Customer Self Service**

Utility Billing  
Manage Bills

Service Address  
Account Number

As of: 01/27/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/15/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<input type="checkbox"/> 45334	1/15/2021	2/11/2021	\$2,132.03	\$0.00	\$2,132.03
<b>Total Due:</b>					<b>\$4,255.43</b>
<b>Total Selected:</b>					<b>\$2,123.40</b>

[Add to Cart](#)

Utility 43878 was added to your shopping cart. To proceed with payment, click "My Cart" then click "Checkout".

Instructions continued on next page

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c) Click [Continue](#).

**Automatic Credit Card Payments**  
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

Current enrollments

Bill Category	Account ID	Status	
US Services - General		Not enrolled in automatic credit card payments.	<a href="#">enroll</a>

[Continue](#) [Cancel](#)

d) Make payment amount changes here. You may increase or decrease the amount shown. Once you enter the total amount you wish to pay, click [Continue](#).

**Pay Bills**

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due No.	Payment Amount
Utilities	2020	12/9/2020	43878	12/28/2020	\$2,123.40	\$2,123.40	\$ 2,123.40

[Continue](#) [Cancel](#)

12. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).

**BILLING INFORMATION**  
(Must match the billing address for your credit card) Time left: 9 minutes, and 54 seconds

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: SUNRISE  
State / Zip: Florida / 33594-8818  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Total Amt: .01  
Description: \_\_\_\_\_

**PAYMENT INFORMATION**

Payment Method: [Select...](#)

☐ I'm not a robot

[MAKE PAYMENT](#) [CLEAR FORM](#) [CANCEL](#)

Powered by BridgePay Network Solutions

13. At this point, you will receive a receipt, which you should keep as proof of payment.

**BridgePay**  
NETWORK SOLUTIONS  
Sunrise Utility Online

Your payment was successfully processed. Please print this receipt for your records.

**Payment Details**

Total Amount: .01  
Description: \_\_\_\_\_  
Invoice No.: 43136  
Auth code: 169919

[Click here to return to Sunrise Utility Online](#)

Instructions continued on next page

## How to Set Up/Edit Recurring Credit Card Payments

### AUTOMATIC PAYMENT AGREEMENT (Please read before enrolling in any recurring payments)

I authorize my financial institution to debit my bank account each billing cycle and credit/pay the City of Sunrise for utility service on the financial institution referenced. I understand that a fee will be charged by the City for all transactions resulting in insufficient/unavailable funds depending on the amount of the draft, and that my utility service will continue to be subject to late fees and disconnection for failure to pay a bill by the due date. I understand and agree that the City shall not be responsible for errors or omissions of my Financial Institution, and that my obligation to timely pay a utility bill remains in force regardless of errors and omissions by the Financial Institution. If I elect to discontinue participation, I will still be responsible for the payment of my bill by the due date. I further understand that both my Financial Institution and the City reserve the right to terminate this automatic bill payment or my participation at any time without prior notice.

The approval and commencement of automatic payments is subject to the approval of the City and your Financial Institution. Any balance due on your utility account should be paid prior to start up of the Automatic Bill Payment program. If the balance is not paid, the first automatic withdrawal from your bank account will deduct the entire amount owed on your utility account. Your checking/savings account or credit card will be drafted within three (3) business days from the due date indicated on the City utility statement. You will know that the automatic withdrawal request is in effect once the statement "AUTOMATIC PAYMENT ACTIVE – DO NOT PAY" appears on your utility statement. Your Financial Institution may require you fill out additional documentation to initiate this program. Some Financial Institutions may also include a charge or fee for processing automatic payments. Please check with your Financial Institution for any such program requirements.

Please note that this process must be initiated during a bill payment, using a credit card.

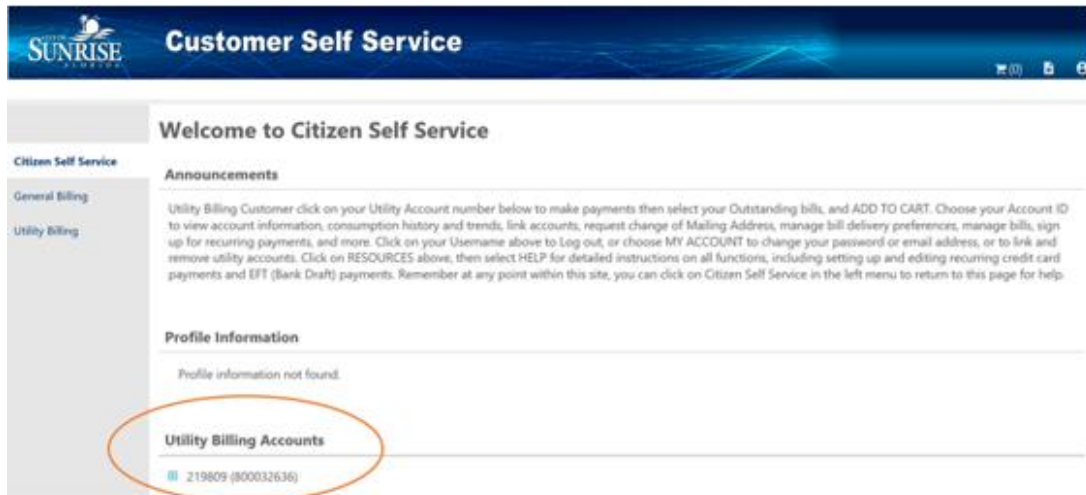
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The image displays two screenshots of the City of Sunrise Customer Self Service website. The left screenshot shows the 'Welcome To The City Of Sunrise Self Service Website' page. It features a 'Login' button circled in red. The right screenshot shows the 'Sign in to your account' page. It features a 'SIGN IN' button circled in red. The email field on the right page contains the text 'SunriseTest@aol.com'.

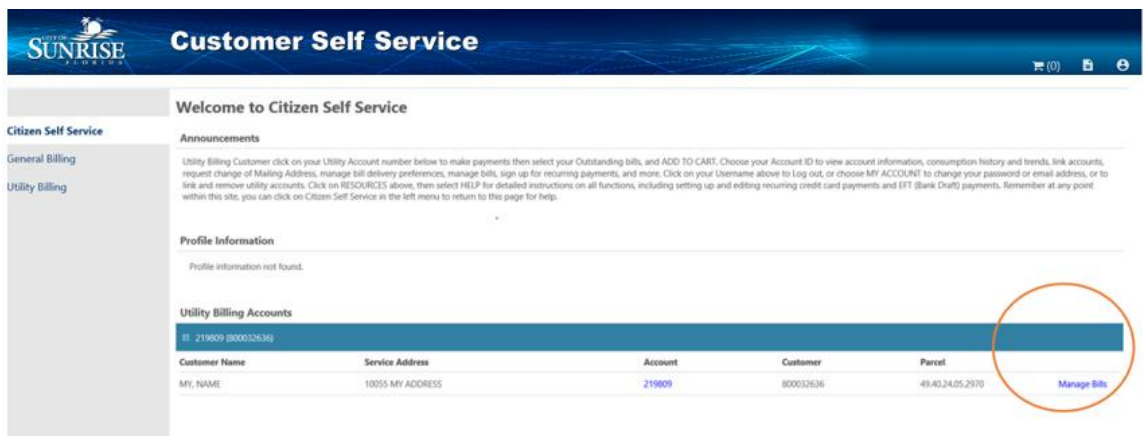
Instructions continued on next page

[Back to Contents](#)

- Click on your Account Number under **Utility Billing Accounts**.



- Click [Manage Bills](#) on the account to be paid



Instructions continued on next page



[Back to Contents](#)

4. Click [Add to Cart](#)

**Customer Self Service**

**Utility Billing**  
Manage Bills

Service Address: [Redacted]  
Account Number: [Redacted]  
As of: 11/10/2020

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2015 to 2020 only)	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/>	43136	10/15/2020	11/5/2020	\$2,064.17	\$0.00	\$2,064.17	<a href="#">Bill Details</a>
						<b>Total Due: \$2,064.17</b>	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

5. Click [My Cart](#) and choose [Checkout](#).

**Customer Self Service**

**Utility Billing**  
Manage Bills

Service Address: [Redacted]  
Account Number: [Redacted]  
As of: 08/11/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills (bill years 2016 to 2020 only)	Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>		364426	6/11/2021	7/6/2021	\$0.00	\$0.00	\$2,030.27	<a href="#">Bill Details</a>
							<b>Total Due: \$2,030.27</b>	

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

[My Cart](#) (1) [Checkout](#) [Account Summary](#)

6. Click [Enroll](#).

**Customer Self Service**

**Automatic Credit Card Payments**  
Manage your enrollments in the automatic credit card payment system (optional)

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

Current enrollments	Bill Category	Account ID	Status
UB Services - General			Not enrolled in automatic credit card payments.

[Enroll](#)

[Continue](#) [Cancel](#)

Instructions continued on next page

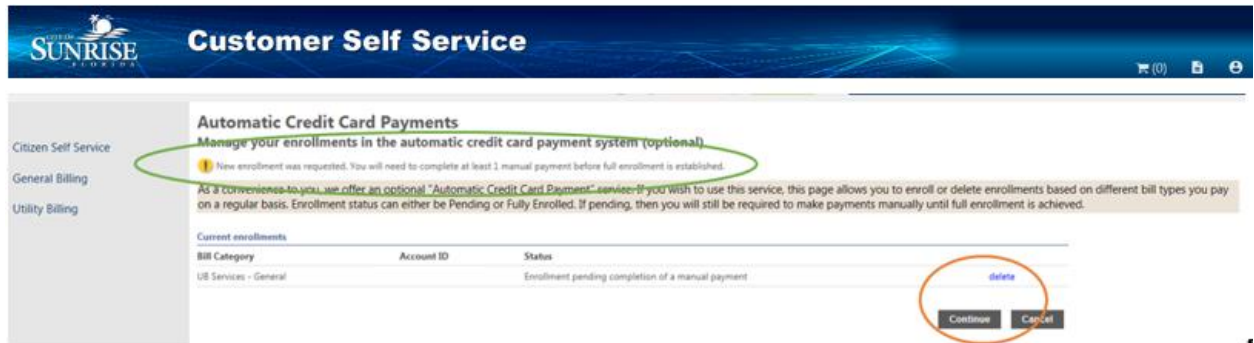


[Back to Contents](#)

7. Click [Continue](#). Please notice that you will need to complete at least 1 successful manual credit card payment before full enrollment will be established.

Note:

To DELETE your recurring Credit Card payments, click [Delete](#) here.



8. You may alter the payment amount at this point, if you choose to. Click [Continue](#).



Instructions continued on next page

[Back to Contents](#)

9. Complete form, select [Payment Method](#), enter required billing information and validation, then click [Make Payment](#).

**BILLING INFORMATION**

Time left: 9 minutes, and 54 seconds

(Must match the billing address for your credit card)

Name:

Address:

Address:

City:

State / Zip:  /

Phone:

Email:

Total Amt:

Description:

**PAYMENT INFORMATION**

Payment Method:

☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

Powered by Bridgepay Network Solutions.

10. At this point, you will receive a receipt which you should keep as proof of payment.

**BridgePay**  
NETWORK SOLUTIONS

Sunrise Utility Online

Your payment was successfully processed. Please print this receipt for your records.

**Payment Details**

<b>Total Amount:</b>	.01
<b>Description:</b>	
<b>Invoice No.:</b>	43136
<b>Auth code:</b>	169919

Click [here](#) to return to Sunrise Utility Online

Instructions continued on next page

[Back to Contents](#)

11. To change the Credit Card you have already enrolled, you must delete the enrollment, then begin enrollment with the new card, following the above instructions.
12. To delete the Recurring Credit Card after you have logged out of the system, from the Utility Billing Manage Bills screen, if you have a pending bill payment, you may click on [Bill Details](#).  
If you have a zero balance \$0 or no pending bills, click on [Show Past Bills](#).

**Customer Self Service**

**Utility Billing**

Manage Bills

Service Address

Account Number

As of 01/17/2021

Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

**Outstanding Bills** (bill years 2016 to 2026 only)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
<input checked="" type="checkbox"/> 43878	12/3/2020	12/27/2020	\$4,238.50	\$0.00	\$2,123.40
<b>Total Due:</b>					<b>\$2,123.40</b>

[Show Past Bills](#)

[Bill Details](#)

[Add to Cart](#)

select bills you would like to pay now, then click "Add to Cart"

13. On the page that follows, click on [Details](#) if you have a pending bill.  
If you have no pending bills, click on [Bill Details](#) on this page, and then on the page that follows, click on [Details](#).

**Customer Self Service**

**Utility Billing**

**Bill Detail**

Account Summary | Manage Bills

Bill number 43878

As of 01/17/2021

Bill Date 12/3/2020

Pay by 12/27/2020

**Automatic Payments** Enrollment pending completion of a manual payment

[details](#)

**Payments and adjustments**

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER COMMODITY	TGAL	602	598	4	4	\$0.00	\$0.00	\$0.00

Instructions continued on next page

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14. Click on [Delete Enrollment](#).

As a convenience we offer an optional Automatic Credit Card Payment service. If you wish to use this service, this page allows you to enroll or delete enrollments, based on utility bills you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will be required to make payments manually until full enrollment is achieved. Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Agreement for Automatic Payments.

**Automatic Credit Card Payment Settings**

<b>Customer/Owner</b>	[REDACTED]
<b>Payment method</b>	Credit Card
<b>Bill type</b>	UB Services - General
<b>Enrollment status</b>	Enrollment pending completion of a manual payment

[Delete Enrollment](#)
[Close](#)

15. The notification will now say that you are no longer enrolled.

**Citizen of SUNRISE** **Customer Self Service** (0)

**Utility Billing** **Bill Detail** [Account Summary](#) | [Manage Bills](#)

**Utility Billing**

**Manage Bills**

Account Summary

Automatic EFT Payments

Contact Us

**Bill number** 43878

**As of** 01/17/2021

**Bill Date** 12/3/2020

**Pay By** 12/27/2020

**Automatic Payments** Not enrolled in automatic credit card payments. [details](#)

Instructions continued on next page

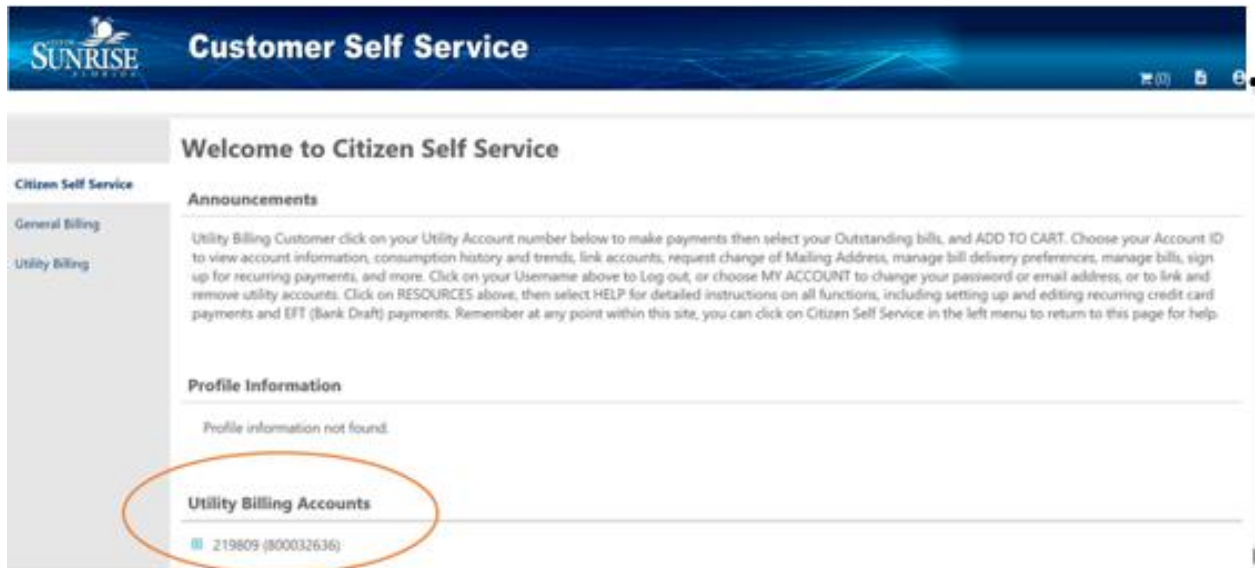
## AUTOMATIC PAYMENT AGREEMENT (Please read before enrolling in any recurring payments)

The approval and commencement of automatic payments is subject to the approval of the City and your Financial Institution. Any balance due on your utility account should be paid prior to start up of the Automatic Bill Payment program. If the balance is not paid, the first automatic withdrawal from your bank account will deduct the entire amount owed on your utility account. Your checking/savings account or credit card will be drafted within three (3) business days from the due date indicated on the City utility statement. You will know that the automatic withdrawal request is in effect once the statement "AUTOMATIC PAYMENT ACTIVE – DO NOT PAY" appears on your utility statement. Your Financial Institution may require you fill out additional documentation to initiate this program. Some Financial Institutions may also include a charge or fee for processing automatic payments. Please check with your Financial Institution for any such program requirements.

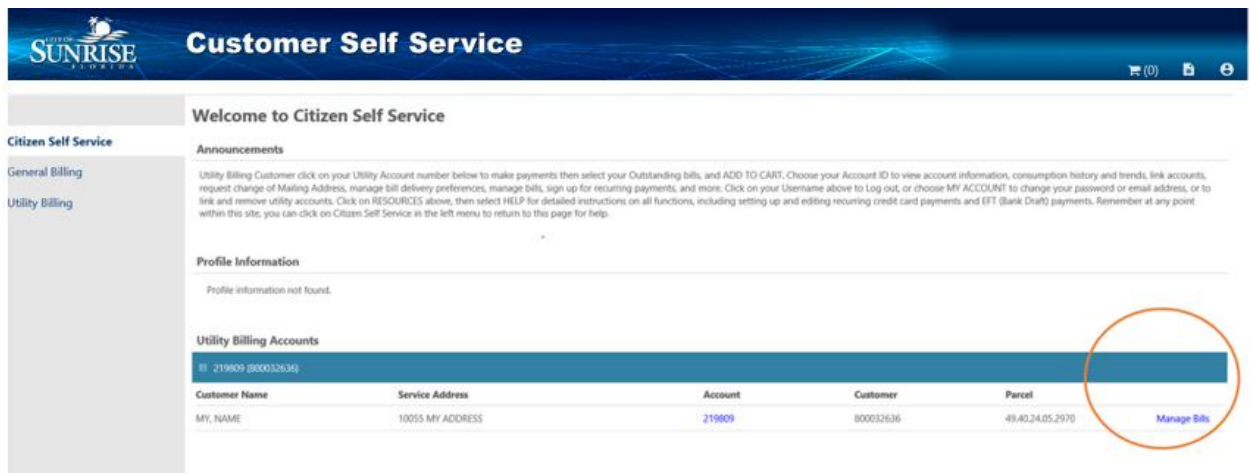
- 
- SUNRISE**  
Customer Self Service
- tyler identity**  
a citylink solution
- Identify. Authenticate. Empower.
- Sign in to your account:
- Email  
SunriseTest@aol.com
- Password  
\*\*\*\*\*
- Register for a new account
- SIGN IN**
- Forgot password?
- Welcome To The City of Sunrise Self Service Website
- This service offers up-to-date, online access of customer utility bills and accounts, while also providing convenient payment and bill delivery options.
- Utility customers can review their account status, including information such as payment and consumption history. In addition, customers can now view their current statement issued in electronic PDF format and receiving Credit Card payments and intend to receive monthly utility statements via email.
- Important Messages**
- Only pay your bills online using the secure payment gateway. The City of Sunrise needs to verify your account. This requires you to login to pay your bills on the City of Sunrise website.
  - Please pay your bills online using the secure payment gateway. The City of Sunrise needs to verify your account. This requires you to login to pay your bills on the City of Sunrise website.
  - Please pay your bills online using the secure payment gateway. The City of Sunrise needs to verify your account. This requires you to login to pay your bills on the City of Sunrise website.
- Not yet Registered?**  
Register your account here to begin
- Register Here**
- Already Registered?**  
Login to your account
- Login**
- Customer Self Service  
Sunrise Self Service  
Sunrise Self Service

[Back to Contents](#)

- Click on your Account Number under **Utility Billing Accounts**.



- Click [Manage Bills](#) on the account to be paid.



Instructions continued on next page

[Back to Contents](#)

- Click Automatic EFT Payments, or Sign Up for Automatic EFT (Electronic Funds Transfer) Payments.

**Customer Self Service**

Utility Billing Manage Bills

Service Address 10055 01 MY ADDRESS

Account Number 219809

As of 11/08/2020

[Sign up for EFT Automatic Payments | Account Summary](#)

Outstanding Bills (all years 2015 to 2025 only)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due
1008850	11/2/2020	11/29/2020	\$444.17	\$0.00	\$444.17
					Total Due: \$444.17

- Please read the Agreement for Automatic Payments above, then complete the form for each account you want automatically withdrawn. Click [Continue](#) after completion.

HOW TO FIND YOUR ROUTING NUMBER ON A CHECK:

YOUR NAME  
1234 Main Street  
Anywhere, OH 00000

DATE \_\_\_\_\_

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

044072324 000123456789 123

**ROUTING NUMBER** **ACCOUNT NUMBER** **CHECK NUMBER**

Instructions continued on next page



[Back to Contents](#)

Note: If your Bank Routing Number is not listed in the drop-down box provided on the form, please type your Bank Routing Number in the space provided for BANK NAME. If this still does not provide the needed information, please email: [customerservice@sunrisefl.gov](mailto:customerservice@sunrisefl.gov).

**Customer Self Service**

**Utility Billing**  
Automatic EFT Payments

Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Automatic Payments Agreement. To sign up for EFT automatic payments, please complete the form below. Please verify that all information entered is correct. Incorrect information can result in fees. If help is required, click on Resources above and select Help.

Service Address: 10055 B1 MY ADDRESS  
Account Number: 219109

**BANK NAME**  
Bank name: \*  
123456789  
For auto-debits begin typing a bank name or routing number.

Bank routing number \* (9 digits)  
Confirm routing number \*  
Bank phone number \*  
Bank account number \*  
Confirm account number \*  
Bank account type \*  
Name on bank statement \*  
Phone number on bank statement \*  
Email address on bank statement \*

Continue Cancel

\* indicates required values.

- Click [Submit](#) once you have verified that the information, which you just entered, is correct.  
Click [Modify](#) if changes need to be made.  
[Cancel](#) to return to the Manage Bills page.

**Customer Self Service**

**Utility Billing**  
Automatic EFT Payments  
Review

Bank name: 1ST STATE BANK OF FLA  
Bank telephone: 815-638-2191  
Routing number: 000009175  
Bank account number: 82345  
Account type: Savings  
Name as it appears on your bank statement: MY NAME  
Your telephone number: 954-222-2222  
Your email address: MYEMAIL@GMAIL.COM

Submit Modify Cancel

Instructions continued on next page



[Back to Contents](#)

7. You will receive confirmation of your enrollment.

**CITY OF SUNRISE FLORIDA** **Customer Self Service**

Citizen Self Service  
General Billing  
**Utility Billing**  
Manage Bills  
Account Summary  
**Automatic EFT Payments**  
Contact Us

**Utility Billing**  
**Automatic EFT Payments**  
**Confirmation**

✓ Thank you. Your request to automatically make payments from your bank account below has been successfully submitted.

You will be notified when automatic payments have started. Until then, please continue to make payments.

Bank name	1ST STATE BANK OF VAN ORIN
Bank telephone	815 638-2111
Routing number	XXXXX9975
Bank account number	X2345
Account type	Savings
Name as it appears on your bank statement	MY NAME
Your telephone number	954-222-2222
Your email address	MYEMAIL@ME.COM

You could now...

- [View your account summary](#)
- [Make changes to your Automatic Payments](#)

8. To edit or discontinue automatic payments by EFT, click on [Automatic EFT Payments](#) and follow the written instructions.

**CITY OF SUNRISE FLORIDA** **Customer Self Service**

Citizen Self Service  
General Billing  
**Utility Billing**  
Manage Bills  
Account Summary  
**Automatic EFT Payments**  
Contact Us

**Utility Billing**  
**Automatic EFT Payments**

Prior to submitting your automatic payment arrangement, please click on Resources above, then select and read the Automatic Payments Agreement. To sign up for EFT automatic payments, please complete the form below. Please verify that all information entered is correct. Incorrect information can result in fees. If help is required, click on Resources above and select Help.

You are already signed up for Automatic Payments. You can make changes to your automatic payments by completing the form below.  
If you would like to discontinue automatic payments, please [click here](#).

Service Address	10055.01 MY ADDRESS
Account Number	219809

**Current Automatic Payment (EFT) information**

Bank name	1ST STATE BANK OF VAN ORIN
Routing number	XXXXX9975
Bank telephone	815 638-2111
Account number	X2345
Account type	Checking
Your name	MY NAME
Your telephone	954-954-9544
Your email address	MYEMAILADDRESS@ME.COM

[Copy current EFT information](#)

Bank name \*

For auto-lookup, begin typing a bank name or routing number.

Bank routing number \* (9 digits)

Confirm routing number \*

Bank phone number \*

Instructions continued on next page

## How to View Your Bill Images

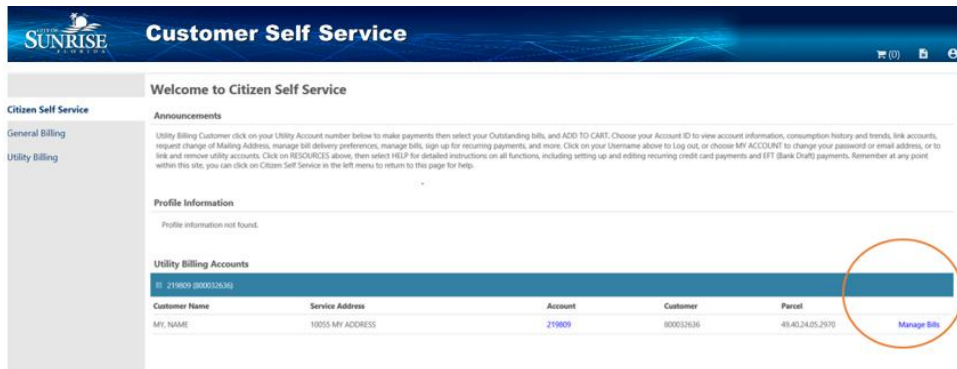
1. Click [Login](#). Enter your email address and password on the following page, then click [Sign In](#).

The first screenshot shows the 'Customer Self Service' page with a 'Login' button circled in orange. The second screenshot shows the login form with the email field (containing 'SunriseTest@aol.com'), the password field, and the 'SIGN IN' button circled in orange.

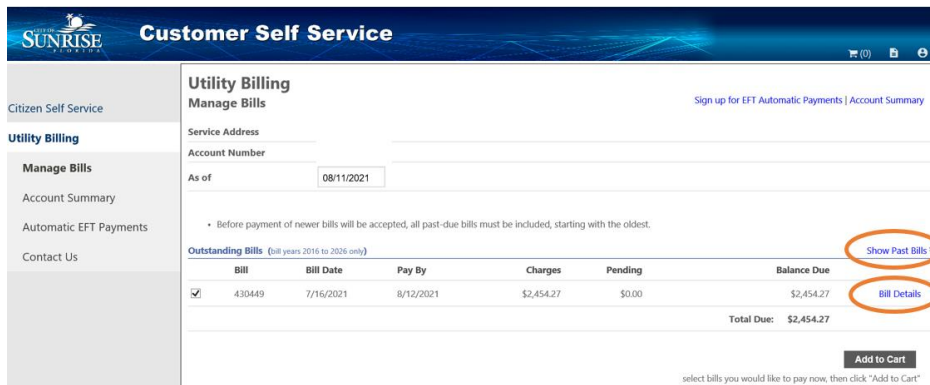
2. Click on your Account Number under **Utility Billing Accounts**.

The screenshot shows the 'Customer Self Service' page with the 'Utility Billing Accounts' section highlighted. The account number '219809 (800032636)' is circled in orange.

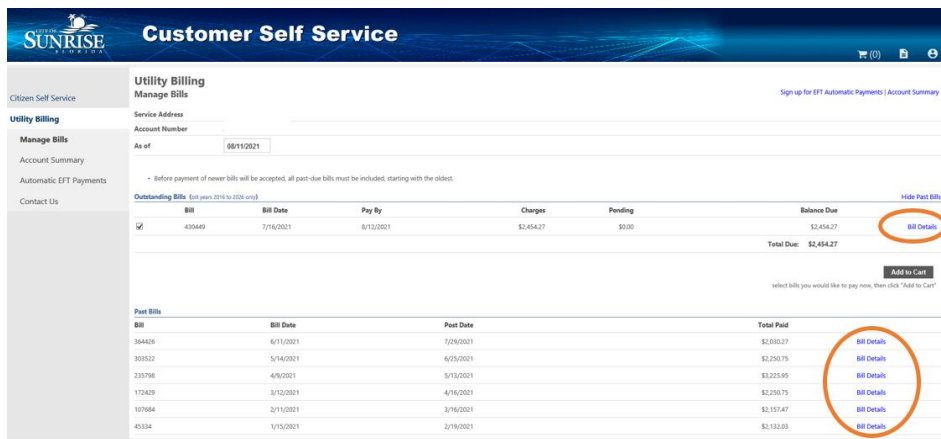
3. Click [Manage Bills](#) on the account to be researched.



4. Click on [Bill Details](#). If you do not show a pending bill on this page, you may click on [Show Past Bills](#).



5. Click on Bill Details for whichever Bill Image you need.



[Back to Contents](#)

6. Click on View Bill Image after you have chosen the bill/bills you wish to see.

**CITY OF SUNRISE** **Customer Self Service**

Utility Billing  
Bill Detail

Account Summary (Main Number 364)

View bill image

Bill number 364426

As of 06/11/2021

Bill Date 06/11/2021

Pay By 7/02/2021

Automatic Payments Not enrolled in automatic credit card payments.

Details

Description of Charge	UOM	Current Reading	Previous Reading	Usage	Billed Usage	Billed	Payments and Adjustments	Due
WATER BASE		0	0	0	0	\$264.90	(\$264.90)	\$0.00
WATER BASE		0	0	0	0	\$162.71	(\$162.71)	\$0.00
WATER BASE		0	0	0	0	\$162.71	(\$162.71)	\$0.00
WATER COMMODITY	TOTAL	1337	1337	0	0	\$0.00	\$0.00	\$0.00

7. An image of your bill for the month chosen will appear.

CITY OF SUNRISE



For Inquiries Call:  
Public Service (Utility Billing & Service) - (954) 746-3232  
Office Hours: 9:00 a.m. - 5:00 p.m., Monday - Friday  
Other Departments (Main Number) - (954) 741-2580  
[www.sunrisefl.gov](http://www.sunrisefl.gov)

THIS BILL IS DUE WHEN RENDERED

CYCLE - ROUTE: 0197

**UTILITY BILL**

Customer Name										Service Address									
Bill Number		Bill Date		Service Through		Customer Number - Account Number						Current Billing Due Date							
364426		06/11/2021		06/08/2021								07/02/2021							
Charge Description				Meter Number		Previous Read Date		Current Read Date		Previous Reading		Current Reading		Read Code		Usage		Charge Amount	
WATER																		607.60	
WASTE WATER																		856.76	
WATER METER READS & CONSUMPTION: (THOUSAND GALLONS USED)																			
06/21		05/21		04/21		03/21		02/21		01/21		12/20		11/20		10/20		09/20	
-13		5		2		5		1		3		4		3		2		0	
06/21		05/21		04/21		03/21		02/21		01/21		12/20		11/20		10/20		09/20	
17		22		32		25		16		8		6		6		2		2	
06/21		05/21		04/21		03/21		02/21		01/21		12/20		11/20		10/20		09/20	
0		3		111		0		2		5		5		5		4		-1	
STORM WATER																		0	
																		565.91	